



Code: 3520
Family: Health and Human Services
Service: Health and Welfare
Group: Medical and Social Service
Series: Social Service

CLASS TITLE: DOMESTIC VIOLENCE ADVOCATE

CHARACTERISTICS OF THE CLASS

Under supervision, the class serves as an advocate for victims of domestic violence, assessing domestic violence situations, and providing support and on-going assistance to victims, and performs related duties as required

ESSENTIAL DUTIES

- Receives complaints or referrals of domestic violence and determines the nature, extent, and severity of cases
- Contacts victims directly to provide crisis intervention services
- Assesses the degree of risk or danger involved in order to determine the need for an order of protection
- Counsels victims on available domestic violence programs and services
- Assists victims in developing a safety plan and assessing social service resources
- Accompanies or refers victims to criminal or civil court advocacy services for order of protection hearings
- Provides escort and information services to victims during the course of disciplinary investigations or court proceedings
- Acts as a liaison between victims and the court system, and with social service organizations providing services to domestic violence victims
- Creates and maintains contact listings and networks with social service agencies to develop resources and to provide referrals to victims
- Participates in meetings with outside agencies to obtain information relative to domestic violence issues
- Prepares and distributes educational materials on issues related to domestic violence
- Prepares and maintains work activity reports
- May research legislation and social trends that apply to advocacy policy and procedures

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Psychology, Sociology or a directly related field plus two years of work experience providing assistance to victims of domestic violence, or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- Must have forty hours of domestic violence training as required by the Illinois Domestic Violence Act
- Some positions may require a valid State of Illinois driver's license

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Some knowledge of:

- *applicable social services programs and resources
- *case management methods and procedures
- *particular needs, issues, and concerns of domestic violence victims
- *applicable federal, state and local laws and regulations pertinent to domestic violence issues
- *applicable computer software packages and applications
- report preparation methods, practices and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *SERVICE ORIENTATION - Actively look for ways to help people
- *SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing

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- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
December, 2015